

Comments, Suggestions, Complaints and Compliments

If you would like more information about any of the services we provide or have any comments, suggestions or complaints, please speak to a member of staff or the pharmacist. We welcome any general comments or suggestions of ways to improve our services to you.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services.

Lewisham CCG
3rd Floor, Laurence House
1 Catford House,
London, SE6 4RU
Tel: 020 7206 3200

Want a quiet word?

We are able to offer consultations in a private area for confidential or sensitive issues.

Your Right to Know

This pharmacy has a Freedom of Information Publication Scheme which details what information about that pharmacy is available to the public and how it can be disclosed. If you wish to access your patient information, please make a written request to the pharmacist regarding what information you require.

Disabled Customers

We provide street level shop floor and consultation area access to accommodate for customers with disabilities.

Our Staff

Our trained staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

When we are closed...

When this pharmacy is closed, if you urgently need medical help or advice, but it's not life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk.

We provide these NHS services on behalf of:
NHS England,
PO Box 16738,
Redditch,
B97 9PT.
england.contactus@nhs.net

GROVE PARK PHARMACY



(NEXT TO SAINSBURY'S LOCAL)

344 Baring Road,
Grove Park,
London
SE12 0DU

Telephone/Fax: 020 8857 5904
Telephone/Fax: 020 8857 9637

Website:
www.groveparkpharmacy.co.uk

Opening hours:

Monday - Friday: 9am - 7.30pm
Saturday- 9am-7pm
Sunday/Bank Holidays: 11am - 1pm

At Grove Park Pharmacy we aim to offer a friendly professional service open to all. We provide a wide range of healthcare and prescription services designed to help you get the best out of your medicines and to support a healthy lifestyle.



Providing NHS services

NHS FUNDED SERVICES

Dispensing

We dispense NHS prescriptions (paper and electronic) and may be able to order special items if required. We also dispense NHS repeat prescriptions and collect repeat prescriptions on your behalf from your doctor.

Unwanted Medicines

Please return all unwanted medicines to the pharmacy which we will dispose of safely on your behalf.

Emergency Supplies

We can help you obtain emergency supplies of your medicines if you urgently need them and cannot see your doctor.

Repeat Dispensing

This is a scheme where the doctor can issue batches of prescriptions for up to a year for suitable patients.

Health Advice and self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, in private if required. We can also give you advice on how to live a healthy life, for example, how to stop smoking.

Needle Exchange Service

Our pharmacy provides a free needle exchange service.

Patient Medication Records

We keep records of all your medications dispensed by us. This helps us check for possible problems such as reaction between medicines and will help us with any queries you may have. We comply with the Data Protection Act and the NHS code of practice on confidentiality.

New Medicine Service (NMS)

If you have been put on a new medicine to treat certain long term conditions for the first time, the pharmacist will support you to use them safely and to its best effect.

Free Emergency & Regular Contraception

Our pharmacist will supply free emergency & regular hormonal contraception when appropriate to patients who require it, , subject to a consultation, without a prescription.

Medicines Use Reviews (MURs)

This is a medicine check-up service, which is useful if you regularly take several prescriptions medicines or are on medicines for long-term condition. This confidential NHS service will help you to find out about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

NHS Urgent Medicine Supply Advanced Service (NUMSAS)

This service is set out to manage the referral of a patient from NHS 111 to a community pharmacy when there is an urgent need for the medicine or appliance and it must be impractical for the patient to obtain an NHS prescription for it without undue delay.

Flu Vaccination

Each year we provide an NHS flu vaccination service to people aged 18 years and older who are eligible to receive free vaccination.

PRIVATE SERVICES

Travel Clinic

Our pharmacist will be happy to provide travel vaccinations, malaria tablets, advise on keeping healthy abroad and other holiday needs e.g. sunscreen, mosquito repellents.

Flu Vaccination

For any patient that is not eligible for a free NHS flu vaccine, we will be able to do it privately.

ADDITIONAL SERVICES

Prescription Collection and Delivery Service

For customers who are unable to visit the pharmacy we may be able to offer a home delivery service.

Medicine containers

All medicines are dispensed in child-resistant containers unless you ask us not to. The pharmacy can advise you on safe storage of medications.

Medical Sales

We stock a wide range of healthcare products, including medicines, vitamins and mineral supplements, incontinence aids, diagnostic products and disability aids.

Passport Photos

Quality passport and ID photo for all ages whilst you wait.